

The GOOD News

Greater Orlando Organization Development Network



Friday, October 12, 2012 Bimonthly Meeting

Leadership Development: Best Practices and Lessons Learned

Join us in a robust discussion on Leadership Development and hear from our member experts on their approach to developing leaders.

Program Description:

GOOD Network member Russ Bredholt will share the results of a study he conducted on leadership development. He will then moderate a panel of member experts who will share their cutting edge leadership development best practices and take questions from the audience. Our panel members are: Jerry Salsburg of Lockheed Martin, Laura Newcomer of Express Scripts, Terry Wood of Right Management, and Dave Forman of Universal Orlando. All four have rich backgrounds in Leadership Development and will bring a wealth of perspective and insight to the panel discussion.

Leadership Development was one of the most highly requested topics from our last member survey, and we anticipate this format will provide for a rich discussion on this multi-faceted topic.

Agenda

8:30 - 9:00 | Continental Breakfast

9:00 - 12:30 | Program

REGISTRATION FOR THE BI-MONTHLY MEETING

Join us for the Bimonthly Meeting: Friday, October 12, 2012

8:30 AM—12:30 PM, includes continental breakfast

Location: Goodwill Industries of Central Florida
7531 S. Orange Blossom Trail, Orlando, FL 32809.

Reminder: Bring your gently used items to donate! (for more info, see page 12.)

RSVP: [Click here to register](#). All members and their guests must RSVP to attend the meeting. Because we must order a continental breakfast and limit registration to the size of the space, your reservation is a must if you plan to attend.

INSIDE

Bimonthly Meeting	1
President's Message	2
Directions	2
Book Club	3
Member spotlight	4
Coaching Corner	5
Successful Leader Traits	6
New Website	7
Bimonthly meeting recap	10
Member thoughts	11
Goodwill	12
New Leadership Team Member	12
Workshops/Conferences	13

President's Message: September 2012

by Erica Bader-Sorrell

There are great things happening at the GOOD Network! We are pleased to announce the migration of our website to a new platform! This task has been under discussion with the Leadership Team for quite some time so we are so happy to be making the move. You should have received an email about registering on the site and there are directions in this newsletter as well. Please take a moment and build your profile to make the most of your membership. I also have to recognize and thank Carol Emmett and Martin Tier. They stepped forward and offered to take on this project and moved quicker than we could have believed possible. A big THANK YOU for all their hard work.



Our next bi-monthly meeting represents a departure from how we have conducted meetings in the past. Instead of one speaker we are hosting a panel discussion on the broad topic of Leadership Development. We are excited to try this new format and look forward to seeing you there and hearing your feedback.

Speaking of feedback, news about the member survey will be coming at the October meeting and via email. As always your input is important to help the Leadership Team shape the coming year. Please take a moment to share your thoughts with us when you get the link.

It's also the time of year when we look for volunteers to step into leadership roles. Interested in serving on the Leadership Team? Contact me or Pat Brown - or the current Chair of the role you have interest in. We would love to talk to you.

Lastly a thank you to all the members who brought school supplies for our Supply Drive in August. Your generosity helped make a child's first day of school happier and more productive.

Looking forward to seeing you in October!

Thanks to Goodwill Industries for hosting our bimonthly meetings in 2012!

DIRECTIONS TO THE BI-MONTHLY MEETING

MAP: [Click here for a map](#)

Directions to Goodwill Industries:

7531 S. Orange Blossom Trail, Orlando, FL 32809

From Downtown Orlando

Take I-4 West to exit 80 for S/US-441 W/S Orange Blossom Trail. Drive 3.8 miles and Goodwill will be on your Left. It is at the corner of OBT and Skyview Dr.

From East Orlando

Take SR-408 East-West Expressway – west toward Orlando/Ocoee. Merge onto I-4 W via Exit 10A. Merge onto OBT US-441 South via Exit 80. Drive 3.8 miles and Goodwill will be on your left. It is at the corner of OBT and Skyview Dr.

From Celebration

Take I-4 East to exit 72 for the 528- E (Beachline) towards International Airport. Take exit 4 towards US-17/US-92/US-441/Florida's Turnpike. Merge onto Consulate Dr. Turn left onto FL-600 E/US-17 N/US-441 N/US-92 E/S Orange Blossom Trail. Drive north on OBT, past the Florida Mall, through the intersection of Sand Lake Road. Goodwill will be ahead, about ½ mile on the right. It is at the corner of OBT and Skyview Dr.



REMEMBER: You must pre-register in order to attend the meeting.

RSVP: [Click here to RSVP](#)

Book club preview for November 8, 2012:

The Noticer by Andy Andrews

preview by Linda Strobel

Orange Beach, Alabama, is a simple town filled with simple people. But like all humans on the planet, the good folks of Orange Beach have their share of problems - marriages teetering on the brink of divorce, young adults giving up on life, business people on the verge of bankruptcy, as well as the many other obstacles that life seems to dish out to the masses.

Fortunately, when things look the darkest, a mysterious man named Jones has a miraculous way of showing up. An elderly man with white hair, of indiscriminate age and race, wearing blue jeans, a white T-shirt and leather flip flops carrying a battered old suitcase, Jones is a unique soul. Communicating what he calls "a little perspective," he explains that he has been given a gift of noticing things that others miss. "Your time on this earth is a gift to be used wisely," he says. "Don't squander your words or your thoughts. Consider even the simplest action you take, for your lives matter beyond measure...and they matter forever."



Next Quarterly Book Club Meeting: Thursday, November 8, 6:00 PM

Mimi's Cafe (near Mall at Millenia): 4175 Millenia Blvd., Orlando

[Click here to register.](#)

Interesting Research

Hay Group conducted its seventh annual [Best Companies for Leadership Study](#) which ranks the best companies for leadership around the globe and examines how those companies nurture talent and foster innovation in their ranks. According to Hay Group's study, the Best Companies for Leadership create workplace environments and processes that enable innovation to thrive. In fact, all of the Top 20 companies reported that their leaders regularly celebrate innovation, compared to just 49 percent of other companies. In addition, 90 percent of the Top 20 companies reported that if individuals have an excellent idea, they can bypass the chain of command without the threat of negative consequences, compared to only 63 percent of other companies.

The top 20 Best Companies for Leadership

- | | |
|---------------------|-----------------------|
| 1 General Electric | 11 Toyota |
| 2 Procter & Gamble | 12 Nestlé |
| 3 IBM | 13 3M Company |
| 4 Microsoft | 14 Southwest Airlines |
| 5 Coca-Cola | 15 Exxon Mobil |
| 6 McDonald's | 16 PepsiCo |
| 7 Accenture | 17 Siemens |
| 8 Wal-Mart Stores | 18 Shell |
| 9 Johnson & Johnson | 19 Dow Chemical |
| 10 Unilever | 20 FedEx |

Member Spotlight: Michelle Lauren



What led you to GOOD Network and when did you join?

I moved here from Chicago Labor Day weekend 2010. On the advice of my Leadership Coach, one of the

first things I did was join a professional organization within my field. So I did. My first GOOD meeting was December 2010. I learned from Simon at the meeting that the group needed help in the Membership area. I volunteered and the rest is history. I have been Membership Chair ever since!

Why do you attend the GOOD Network?

I attend for professional development; the guest lecturers that GOOD provides. Also for networking and being part of something greater than myself that is doing good things for the community and our the field of OD.

What do you do in your current role?

I am an HR Generalist with a specialization in payroll at Siemens Corporation. I provide complex frontline HR support to 60,000 employees nationwide, and strategic counsel and support to Managers and HR Partners. In addition, my role also provides payroll support to 7 different Siemens sectors concurrently.

What did you do prior to that?

I was part of the finance team for Oprah's Angel Network, the philanthropic arm of the Oprah Winfrey Show.

What do you like best about your role?

I enjoy the complexity and diversity of my role. The role requires me to do multiple things simultaneously and accurately and that keeps me sharp. Each day I am presented with wildly challenging problems to solve and I get fired up finding the answers and sending employees away satisfied.

What does OD look like in your organization?

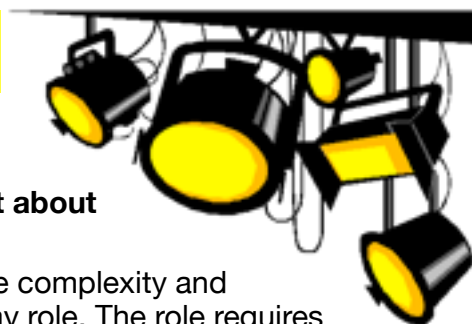
Siemens Corporation, in my opinion, is largely focused on Leadership Development. Siemens also has a Learning Campus providing learning and development for all employees.

Tell us something interesting about you.

I like to volunteer, anything from food drives to singing worship songs to folks in an Alzheimer's home in Oviedo one Saturday every month. I also have a side business, Elegance Planning, which is a boutique-style consulting firm specializing in providing strategic HR counsel to grassroots non-profit organizations and assisting them with their organizational development needs. Currently I serve as the social media manager for a grassroots foundation in Lake Mary. I also love serving our members right here at GOOD!

Any thoughts about what OD might look like in the future?

I think learning will become mobile and yes, I mean there will be an app for that. People will be able to take their self-paced learning with them on their mobile phone and thereby maximizing otherwise wasted time waiting in airports or waiting to pick up the kids.



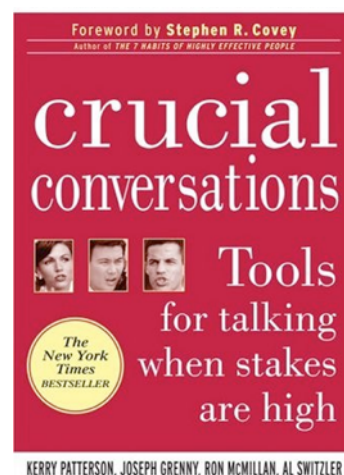
Coaching Corner: Coaches Interest Group

Join us for the Coaching Interest Group meeting on Thursday, November 15, 2012. This special interest group is for everyone with an interest in coaching. Members of the Network are always welcome to attend the Coaching Group!

The theme of this meeting will be conflict and confrontation in the coaching process. Often coaches will have to work with a client who is in conflict with others. Coaching a client in effective conflict management and appropriate confrontation can be a challenge. Likewise, coaches must be comfortable with their own ability to confront clients.

As a backdrop to and support for our discussion of conflict and confrontation, we will review: *Crucial Conversations: Tools for Talking when Stakes are High* by Patterson, Grenny, McMillan & Switzler, 2002. A Crucial Conversation is defined as: "A discussion between two or more people where (1) stakes are high, (2) opinions vary, and (3) emotions run strong" (p. 3) and the outcome greatly impacts their lives.

With more than 2 million copies sold, this book - now in its second edition - gives you the tools to prepare for high-stakes conversations, transform anger and hurt feelings into powerful dialogue, and make it safe to talk about almost anything.



Join us at:

Coaches Interest Group - next bimonthly meeting

Location: Mimi's Café, 4175 Millenia Blvd., Orlando (near Mall at Millenia)

Date/Time: Thursday, November 15, 2012 @ 6:00 PM

Reservations are required. [Click here](#) [Click here to RSVP](#).

Recap of the September, 2012 Meeting

Our September, 2012, Coaching Interest Group meeting focused on the use of questions in the coaching process. Each member brought a list of their most powerful questioning techniques to share with the group. We also reviewed the book: *Coaching Questions: A Coach's Guide to Powerful Asking Skills* by Tony Stoltzfus. This is a resource and a toolkit packed with dozens of questioning skills, models and exercises, covering everything from conversational models, options and obstacles to advanced asking skills like reframing, tolerations and decision strategies. As usual, we covered a wide range of coaching techniques and methods.

Leadership Traits That Most Impact Success

Nancy Young, Right Management

Right Management partnered with the Chally Group and others to survey over 1,400 CEOs and HR Professionals from 707 organizations around the globe to understand and learn more about their companies' leadership development practices. The study identifies the behaviors that leaders need in order to be successful in their roles, in addition to the causes that can lead to their derailment.

Both HR Professionals and CEOs agreed upon several findings:

The top two competencies leaders to need to successful-

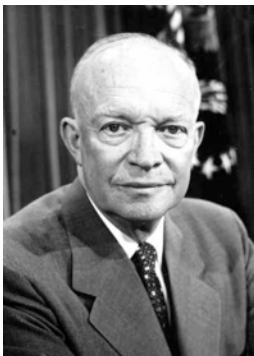
- Creating a Strategic Vision
- Inspiring Others and Maintaining Leadership Responsibility



The top two factors that most likely lead to derailment-

- Fails to Build Relationships and a Team Environment
- A Mismatch for the Corporate Culture

The complete survey findings and Right Viewpoint can be found here: [Leadership Traits That Most Impact Success](#).



Leadership: the art of getting someone else to do something you want done because he wants to do it.

Dwight D. Eisenhower



Ultimately a genuine leader is not a searcher for consensus, but a molder of consensus.

Dr. Martin Luther King, Jr.



A good leader inspires people to have confidence in the leader; a great leader inspires people to have confidence in themselves.

Eleanor Roosevelt

We always welcome articles from our members.

Send your article to: NEWSLETTER@goodnetwork.us

New GOOD Website has Launched

We have a new website for the GOOD Network. Using the same domain, GOODNetwork.us, we have relocated to a new web hosting service that offers us a sophisticated membership management system and that will increase your ability to network with others members.

If you have not logged in to set a password for the new site, please do so ASAP. After you get your new password, please use it to login and update your Member Profile.

Members will not be able to register for meetings and events as a member without a new password. **Your old password will not work on the new site.**

Setting your New Password

Instructions were emailed to all current members. But here is the easiest way to get your password if you haven't done so.

STEP 1:

Go to the site: GOODNetwork.us and enter your email into the login box. Then click on "forgot password."

STEP 2:

You will be taken to a page where you will **re-enter your email along with the code characters** in the security box.

STEP 3:

You will then reach a screen telling you that your **password instructions will be emailed**.

Continued on next page

STEP 4:

Follow the instructions in the email you receive to **choose/change your password.**

From: "Greater Orlando Organization Development Network" <admin@goodnetwork.us>
Subject: Choose a new password for your Greater Orlando Organization Development Network account
Date: September 11, 2012 11:25:17 AM EDT
To: "Jane Doe" <jane.doe@gmail.com>
Reply-To: "Greater Orlando Organization Development Network" <Communications@GOODNETWORK.US>

Hello Jane Doe,

A request was made to recover a lost password for this email address at <http://goodnetwork.us/>

To choose a new password go to:
<http://goodnetwork.us/Sys/ChangePassword?id=f08ba13c>
 (if the link does not open - please copy-paste the link into the address line of your browser).

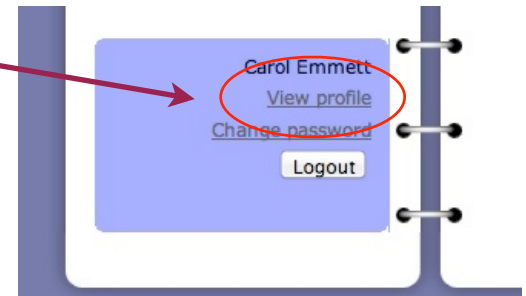
If you did not request a new password at <http://goodnetwork.us/>, you may safely disregard this email.

Many thanks,
 Greater Orlando Organization Development Network

Updating your Member Profile

None of your member profile data was moved off the old site, so you will need to update this information on the new website.

Log back into the website with the new password and **click on View Profile in the login box.**



You will now see your Membership Profile. **Click on EDIT PROFILE** and complete your member profile information so that others may network with you. You will see some enhancements like a fill-in box for a short bio and the ability to upload your photo if you choose. There is also space for you to list any social media contacts like LinkedIn and Twitter.

Notice that your membership history is now available with the added features of the new website software. You will be able to view your Directory Profile, edit your profile, and access your Invoices for dues, etc.



Continued on next page

Setting Privacy Features

The general public, former members, and non-members cannot see your Member Profile. The Membership Directory is behind the restricted area of the website. Only members who are paid members can access the Member Only areas of the website.

The navigation tab for Members Only -- including the Member Directory will only appear after you log in as a member.

While most of us want to encourage other members to network with us, you may not want all of your data available to other members. You can adjust the privacy settings to have some data hidden from view. Across the top of your Profile, you can see the word **PRIVACY**. Click on **EDIT Profile** and then **PRIVACY**.

This will open a page like the one you see on the right which lists all of the data fields for the Directory.

The sample on the right has all fields open to viewing by members. The Membership level and User ID are always marked "No Access". If there are other fields you wish to hide, simply click, the **No Access button** and that field will not be available for viewing by members.

If you want block your entire profile, you can unclick the "Allow to show profile" button above your details.

My profile

[Profile](#) [Privacy](#) [Email subscriptions](#)

☒ Allow to show profile

Details to show
(in member directories, forum and blog posts)

	Anybody	Members	No access
<input type="checkbox"/> Send message form	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
<input type="checkbox"/> Membership level	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
User ID	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
First name	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Last name	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Organization	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
e-Mail	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Phone	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Address	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
City	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
State	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Zipcode	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Country	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Preferred Contact Phone Number	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Photo	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Job title	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Company Website	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Bio	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

There are many great features on the new website. Go ahead and get your password and have a look around. All of the program downloads are here as well as additional features that we hope will make the website a more effective tool for communication.

If you have any trouble getting your new password or updating your Member Profile, please email website@goodnetwork.us, and we will quickly assist you.

Bimonthly Meeting Recap: August 2012

Amazing Face Reading with Ann Marks

By Janina Abiles

At the bimonthly meeting on August 10, speaker Ann Marks talked to the group about face reading. Marks began by explaining that face reading dates back to pre-human times before there was language. Even in ancient times, Aristotle wrote two books that reference face reading. Current research tells us that even newborn babies read faces and can recognize their mother's face within three to four hours of birth.

Marks acknowledged that many people think face reading is a new age interest, not unlike astrology or numerology. But, Marks explained that face reading is actually based on scientific research. There are 34 muscles in the face and each muscle is connected to the brain. Habitual patterns of thought and feeling come through the brain and will eventually show up on the face because the face muscles are essentially being exercised.

While many of us make judgments based on stereotypes, bigotry, prejudice, and bias, face reading teaches people to look past all of this and see people for who they are and the gifts they have to offer. With face reading, race and ethnicity do not matter because it's based on the patterns in the face caused by regular muscle use.

The right side of the face will show someone's experience based on external forces such as work and business; while the left side of the face will show internal and personal experiences such as those related to family and relationships. Marks said that by studying someone's face, you can see undue stress the person has or is experiencing, internal pressures, and even sadness due to grief or loss.

Marks shared a handout with the audience which highlighted common characteristics in faces such as force vertical lines between the brows. She described ways to read the eyes based on the white around the eyes, the bottom lids, and the brows. Marks shared visual examples using famous and infamous people as well as regular folks. Marks also asked six participants to come to the front of the room - three males, three females including a variety of ages and ethnic backgrounds. She read their faces and then asked each of them to reflect on it and share whether they agreed with the analysis. The end game was that, for the most part, each participant agreed with what Marks said.

Face reading is something we can all do to better understand our fellow human beings - be it friends, family, loved ones, clients, or colleagues. So, Marks encouraged all of us to try face reading as a means to stay connected.



Bimonthly meeting - June 2012 meeting - member thoughts

Following the last meeting, we asked three members, in three different professional roles, to share their perspectives on the session. Here is what they had to say.

Beth Cox

Human Resources Leader



Who doesn't appreciate more tips on connecting quickly with someone new, whether in personal or professional encounters? Ms. Marks' presentation was a new, engaging approach that was both academic and entertaining--a favorite combination. It could succeed in holding audience attention across university auditoriums, board rooms, and even Las Vegas clubs--just as it did with us. Ms. Marks made me wonder: how does the aging process on our faces impact our readings? Can we now better appreciate at least a few of our wrinkles? Maybe those lines in front of my ears aren't so bad after all. Either way, we are what we are. The better we learn about others, the better we can connect with and serve their interests.

Peggy Jackson

Leadership, Team Development, and Career Consultant



One of the things I enjoyed the most was the emphasis on looking beyond stereotypes, and taking the time to figure out where someone else is coming from and how they see the world. Although I tend to be skeptical about things like face reading, it was interesting to think about how our habits of thought lead to habits of muscle which can change our facial features. The information about how eyes and eyelids can reveal mental stress or openness seem particularly useful and I'm seeing how I can use this in my work.

Michael Jennings

Strategy Consultant



Amazing Face reading was... well, amazing! I enjoyed the presentation and found the information helpful.

I must admit, I was skeptical when Ann pulled folks out of the audience and began reading their faces; but in the end, her insights were spot-on in almost every case.

Bottom line: Facial expression is an important piece of interpersonal communication and Ann took my awareness to another level.

Thanks for another great meeting GOOD Network!

**Need an excuse to
clean your closets?**



**Bring your gently used items
to the next GOOD meeting.**



Goodwill Industries of Central Florida began serving local residents in 1959. Less than a year later, we welcomed customers into our first retail store located in the heart of downtown Orlando's Church Street station. Through the years, Goodwill's presence has expanded with new storefronts

unchanged: to provide work opportunities for people with barriers to employment. Our mission is "Building Lives that Work." For every 24 pounds of items donated to Goodwill, one person with a barrier to employment receives vocational assistance to help them get a job.

With each donation that Goodwill receives, we are able to change and better people's lives. More than 90% of every dollar we spend supports employment and educational programs.

Most services are free and help create positive change in our community.

**24 pounds of items
donated = vocational
assistance for 1 person**

and online shopping.
Our mission has remained

The process is simple:

1. People donate to Goodwill.
2. We sell the donations in our stores.
3. Proceeds from sales go to fund job training and other services to prepare people for success.
4. People find good jobs.

You can help by donating your gently used items to Goodwill, making a financial contribution for programs and services, shopping at Goodwill stores, or hiring a Goodwill graduate. For more information, call 407-857-0659 or log onto www.goodwillcfl.org.

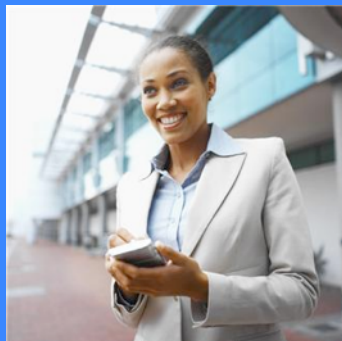
Welcome to our newest leadership team member!

Juan De la Cruz recently graduated in 2012 from the University of Central Florida with a 3.9 GPA. He has navigated through the world of high-end retail and is currently an associate at Brooks Brothers. He is excited about the organizational development spectrum. He has been a research assistant and a Human Resources intern. Juan is also an avid reader. He speaks fluent Spanish and has taken French and German classes.

Juan will begin to take over the role of Online Communications Chair, managing content on the new website. He is excited to be part of the GOOD network and is already getting started in this new role. In this position, he will maintain the GOOD network's online presence including plans to expand to other social media sites.



Mark your calendar for GOOD Network events and deadlines



- October 12** Bimonthly Meeting at Goodwill Industries
- November 8** Book Club quarterly meeting at Mimi's Cafe
- November 15** Coaches Interest Group bimonthly meeting
- November 12** Newsletter article deadline
- December 7** Bimonthly Meeting at Goodwill Industries

Workshops and Conferences

Orlando area:

November 5-6. **Crucial Conversations.** Contact [Simon Lia](#) .407-397-4357.

November 6-10. **The International Society for Organizational Development conference in Ponte Vedra Beach.**
www.theisod.org

December 3. **Change Anything.** Contact [Simon Lia](#) .407-397-4357.

December 4-5. **Crucial Confrontations.** Contact [Simon Lia](#) .407-397-4357.

December 16-20, 2012. **Certified Instructional Designer/Developer.** Register through [Langevin](#).

Outside of central Florida:

October 21-23, 2012. **ODNetwork Conference in Phoenix, AZ ;** <http://www.odnetwork.org/?page=2012AnnualConference>



November 13-16, 2012. **MBTI Certification. Gainesville, FL.**
www.capt.org

February 21-25, 2013. **Creative Trainer's Bootcamp; Aboard Royal Caribbean's Liberty of the Seas;** 407-320-0700;
steve@OurCruiseAgent.com

Please let us know of any professional development workshops & conferences that could be of interest to our GOOD Network members. Send details to:
newsletter@goodnetwork.us



Founded in 2003, the Greater Orlando Organization Development (GOOD) Network is an organization for Organization Development (OD) professionals who are dedicated to continuous learning and sharing of best practices, tools, and techniques.

Greater Orlando Organizational Development Network
E-mail: info@goodnetwork.us
WWW.GOODNETWORK.US



GOOD Network is looking for volunteers to help with expanding our social media presence. These people will work closely with the chair of online communications.
Contact [Erica Sorrell](#) if you are interested.

The **GOOD News** is a publication of the Greater Orlando OD Network and is published six times a year.

Editors: Carol Emmett
Janina Abiles